

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State of Florida

STANDARDS AND METHODS OF ASSURING HIGH QUALITY CARE

The State of Florida has formally implemented a utilization review program to provide review of all services rendered under the auspices of the Florida Medicaid Program (Title XIX). Internal monitoring at the state office level includes review of computer printouts, editing of all claims presented for payment and investigation of reports and complaints from any source that allege possible improper utilization/provision of services. External monitoring includes a systematic review of all categories of providers by utilization review field representatives. Review of practitioners to assure medical necessity and appropriateness of services is accomplished by examination of medical records by nurse and M.D. consultants with referral to Peer Review as indicated. Utilization control of inpatient hospital services to assure proper hospitalization and quality of care is performed by the PRO under contract with the department. The PRO also reviews community mental health services providers, Health Maintenance Organizations, and outpatient hospitals.

Pharmacy providers submit documentation of prescribed drugs in behalf of recipients whose monthly costs require an increase in the standard drug grant. Requests for prescribed drug services exceeding criteria established by the Medicaid program are reviewed by the pharmacy or medical consultant as appropriate and acted on accordingly. Routine requests are approved systematically.

In addition to utilization review activity in institutions, there is at least an annual medical or quality of care review of all institutional residents by the single state agency. All applicants for nursing home care receive a comprehensive admission assessment conducted by a team consisting of a registered nurse and social services counselor. Furthermore, the regulatory agency licenses and certifies nursing homes and hospitals within federal and state rules and regulations. There is a close liaison between the regulatory agency and the Title XIX agency.

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